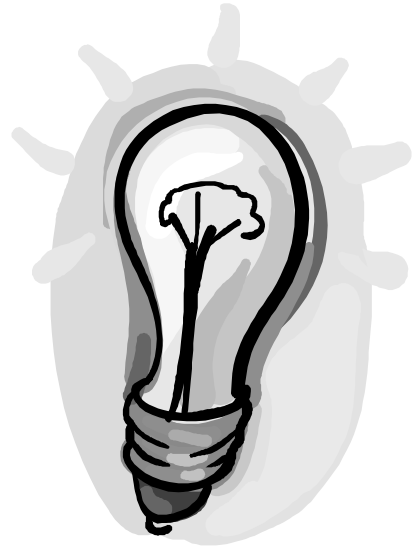
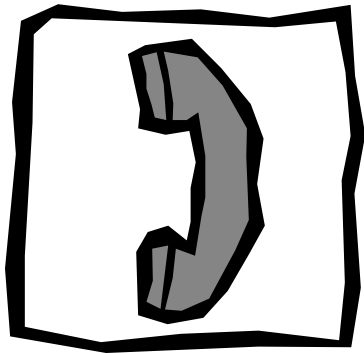


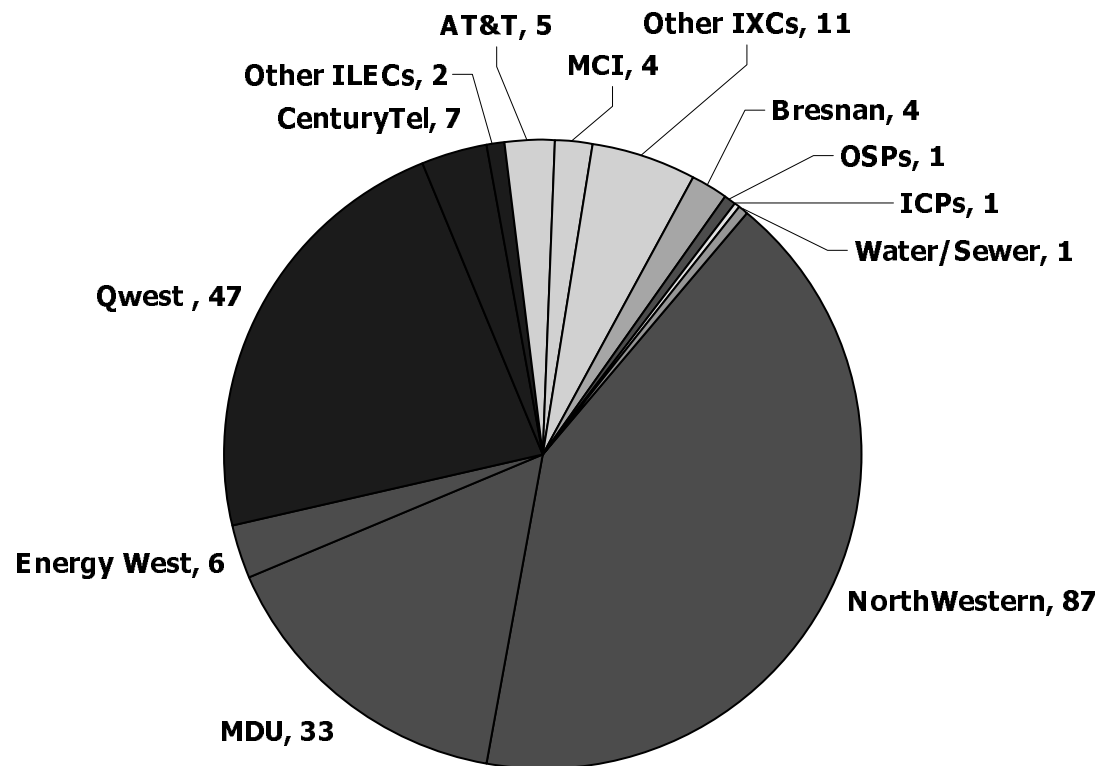
*Utility Consumer Complaints
Report, 2nd Quarter, 2007*



**Montana
Public Service
Commission**



2nd Quarter
2007 Complaints
By Utility
Total—209



OSP—Operator Service Providers
ICP— Inmate Calling Providers

Complaint Percentages By Utility

Weighted Average
(Based on '06 Customer Base)

NorthWestern Energy	41.63%	.024%
MDU	15.79%	.039%
Energy West	2.87%	.022%
Qwest	22.49%	.016% (based on # of
CenturyTel	3.35%	access lines)
Other ILECs	0.96%	
AT&T	2.39%	
MCI	1.91%	
Other IXC's	5.26%	
Bresnan	1.91%	
OSPs	.48%	
ICPs	.48%	
Water/Sewer	.48%	
	<hr/>	
	100.00%	

Complaints by Service Type

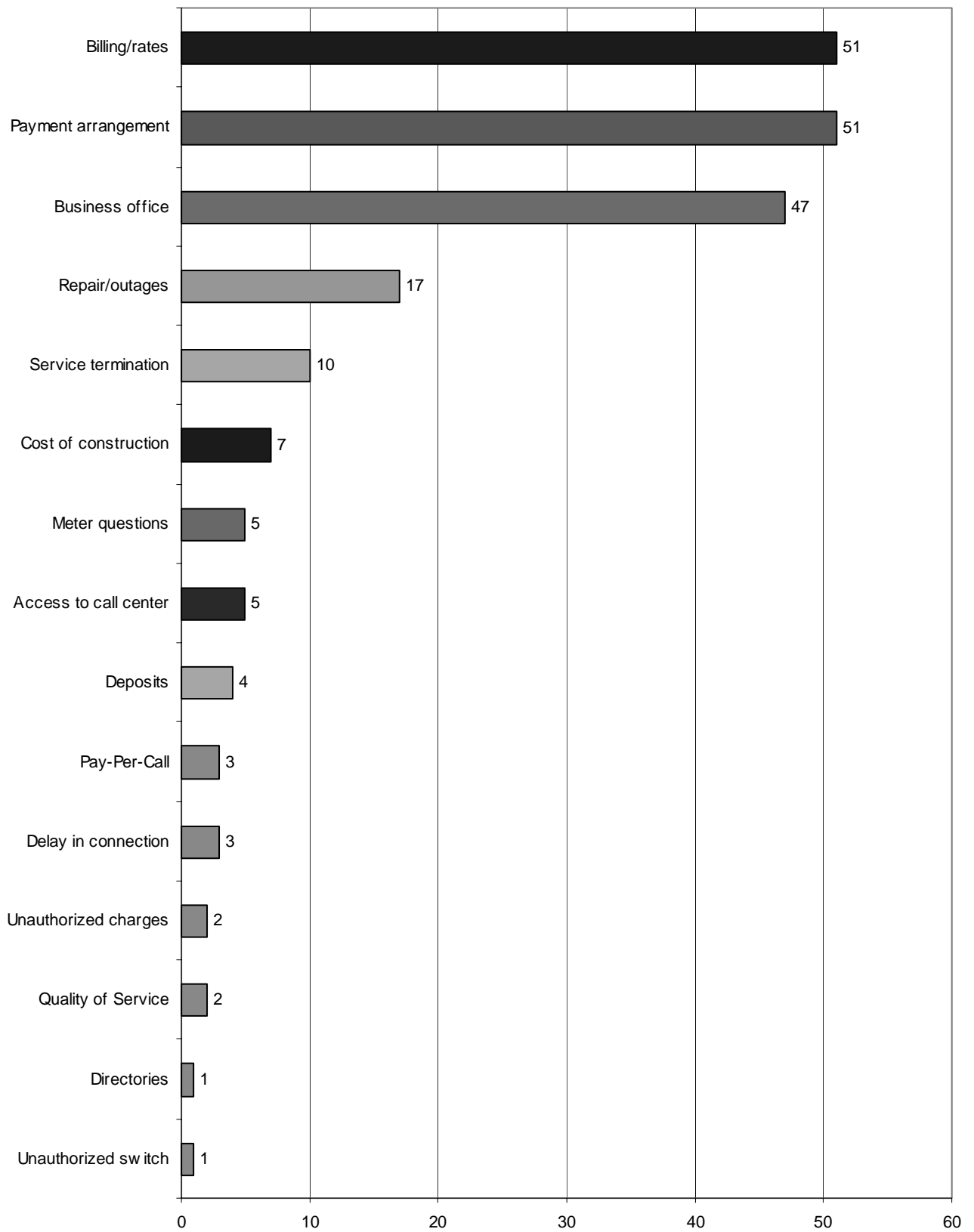
Percentage of Total

Energy—126	60.29%
Telecommunications—82	39.23%
Water/Sewer—1	.48%
<hr/>	<hr/>
Total 209	100.00%

Type and Number of Complaints By District

	<u>Dist. 1</u>	<u>Dist. 2</u>	<u>Dist. 3</u>	<u>Dist. 4</u>	<u>Dist. 5</u>	<u>Total</u>
1. Billing/Rates	4	11	11	11	14	51
2. Business Office	9	9	10	4	15	47
3. Cram	0	0	1	0	1	2
4. Payment Arrangements	12	16	9	6	8	51
5. Access to Business Office	1	1	0	2	1	5
6. Repair	6	2	4	3	2	17
7. Slam	0	0	0	1	0	1
8. Delay in Connection	0	1	1	0	1	3
9. Termination	2	5	1	2	0	10
10. Meter Questions	0	2	2	1	0	5
11. Pay-Per-Call	0	0	0	0	3	3
12. Deposits	0	1	2	1	0	4
13. Cost of Construction	0	4	3	0	0	7
14. Directory Listings	0	0	0	0	1	1
15. Quality of Service	1	0	0	0	1	2
<u>Total</u>	35	52	44	31	47	209

2nd Quarter 2007 Consumer Complaints By Category



Number of Complaints

	<u>2006</u>	<u>2007</u>	<u>Percent of Change</u>
April	103	83	(19.42%)
May	96	62	(35.42%)
June	91	64	(29.67%)
	—	—	—
Total	290	209	(27.93%)

	<u>2007</u>	<u>2007</u>	
		<u>April</u>	
January	59	83	40.68%
		<u>May</u>	
February	92	62	(32.61%)
		<u>June</u>	
March	71	64	(9.86%)
	—	—	—
Total	222	209	(5.86%)

Number of Calls

	<u>2006</u>	<u>2007</u>	<u>Percent of Change</u>
April	911	692	(24.04%)
May	847	585	(30.93%)
June	851	603	(29.14%)
	———	———	———
Total	2,609	1,880	(27.94%)

	<u>2007</u>	<u>2007</u>	
		<u>April</u>	
January	809	692	(14.46%)
		<u>May</u>	
February	749	585	(21.90%)
		<u>June</u>	
March	774	603	(22.09%)
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Total	2,332	1,880	(19.38%)